



Lincolnville Telephone Company
Family of Companies
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Telecommunications needs since 1904



133 Back Meadow Rd
Nobleboro, ME 04555-9202
207-563-9911

Received & Inspected

June 8, 2016

JUN 13 2016

Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

FCC Mail Room

Re: (FCC) WC Docket No. 14-58 and WC Docket No. 10-90 Annual Reporting – FCC Form 481, Filings Pursuant to FCC Rule §54.313 and Low Income Support (Lifeline) Filings Pursuant to FCC Rule §54.422 by Tidewater Telecom, Inc., Inc.

Enclosed are an original and one paper copy of the information filed today with USAC: FCC Form 481 and attachments, Program Year 2017

Please contact me with any questions.

Sincerely,

James A Sanborn
Controller
Tidewater Telecom, Inc.
207-563-9911
jims@lintelco.net

DOCKET FILE COPY ORIGINAL

No. of Copies rec'd
List ABCDE

0+1

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**FCC Form 481
OMB Control No. 3060-0584/OMB Control No. 3060-0513
July 2013

<010> Study Area Code	100003
<015> Study Area Name	TIDEWATER TELECOM, INC.
<020> Program Year	2017
<030> Contact Name: Person USAC should contact with questions about this data	JIM SANBORN
<035> Contact Telephone Number: Number of the person identified in data line <030>	2075639910 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	JIMS@LJINTELCO.NET
Form Type	54.313 and 54.422

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JUN 13 2016

FCC Mail Room

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	100003
<015>	Study Area Name	TIDEWATER TELECOM, INC.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	JIM SANBORN
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075639910 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	JIMS@LINTELCO.NET

<110> Has your company received its ETC certification from the FCC? (yes / no) ☐ ☒

If your answer to Line <110> is yes, do you have an existing §54.202(a) "5

<111> year plan" filed with the FCC? (yes / no) ☐ ☐

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

100003me112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

Yes
Yes
Yes
Yes
Yes
Not Applicable

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Five-Year Build-Out Plan
For Tidewater Telecom, Inc.

Tidewater Telecom, Inc. (the "Company") is a rate-of-return carrier ETC and hereby submits its five-year build-out plan for the years 2017 through 2021.

The Company serves the following exchanges in midcoast Maine which have a combined population of approximately 14,000 people:

Bremen	
Damariscotta	
New Harbor	
Sheepscot	
South Bristol	
Union	

High cost support will enable the Company to maintain and improve its voice and broadband network serving the entire population of each of the above exchanges. The Company plans to upgrade its network continually throughout the 2017 through 2021 period, primarily in two ways:

- Upgrading of (primarily transmission) central office equipment.
- Deployment of fiber optic cable to the customer premise.

The Company will use all of its high cost support for the maintenance and improvement of its network as described above. The network will be appropriately maintained on an continual basis. The upgrading of central office equipment and deployment of fiber optic cable to the customer premise will proceed consistent with prudent financial management of the Company's funding and resources. Network improvements will provide availability of increased broadband speeds and capability throughout the Company's service area.

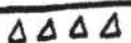






The Company received \$822,184 in universal service support in 2015. Of this amount, \$319,879 was used to improve service quality through construction of fiber optic cable, \$158,283 was used to improve service quality through upgrading digital equipment, and \$344,022 was used to maintain improved service quality through operating expenses. The Company attained its goal of upgrading its network to provide increased broadband speeds and capabilities consistent with prudent financial management.

Broadband Speed Maps Showing Changes from June 30, 2014 through May 15, 2015 and Changes from May 16, 2015 through June 2, 2016

Tidewater Telecom, Inc.

Map Key

Download/Upload Speed Changes Between June 30, 2014 and May 15, 2015

<u>Speed 6/30/14</u>	<u>Speed 5/15/15</u>	<u>Border</u>
3/1 Meg	50/50 Meg	
6/1 Meg	50/50 Meg	
10/1 Meg	50/50 Meg	
10/2 Meg	50/50 Meg	
50/25 Meg	50/50 Meg	
10/1 Meg	10/2 Meg	
6/1 Meg	10/2 Meg	

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JUN 13 2016

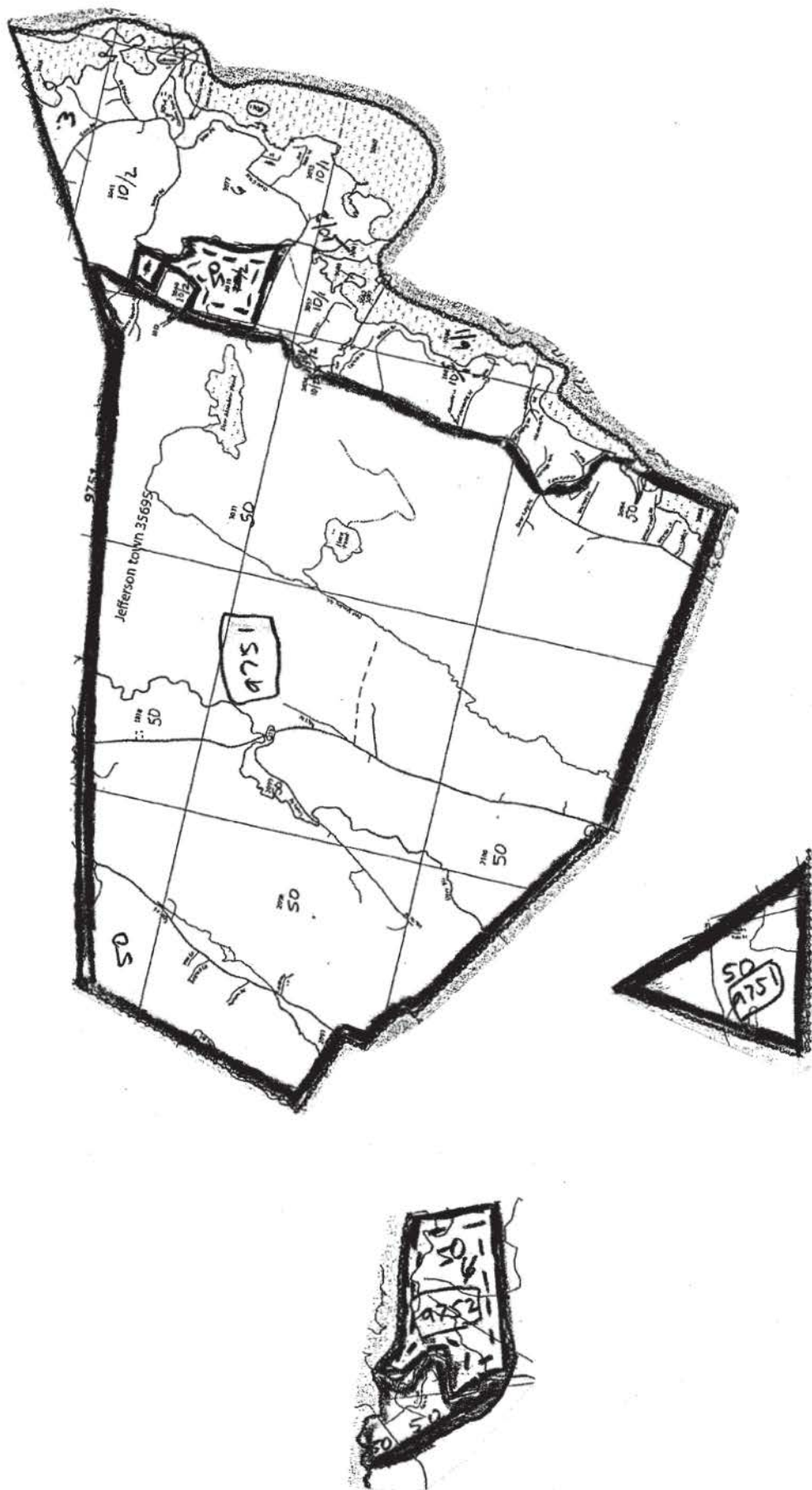
FCC Mail Room

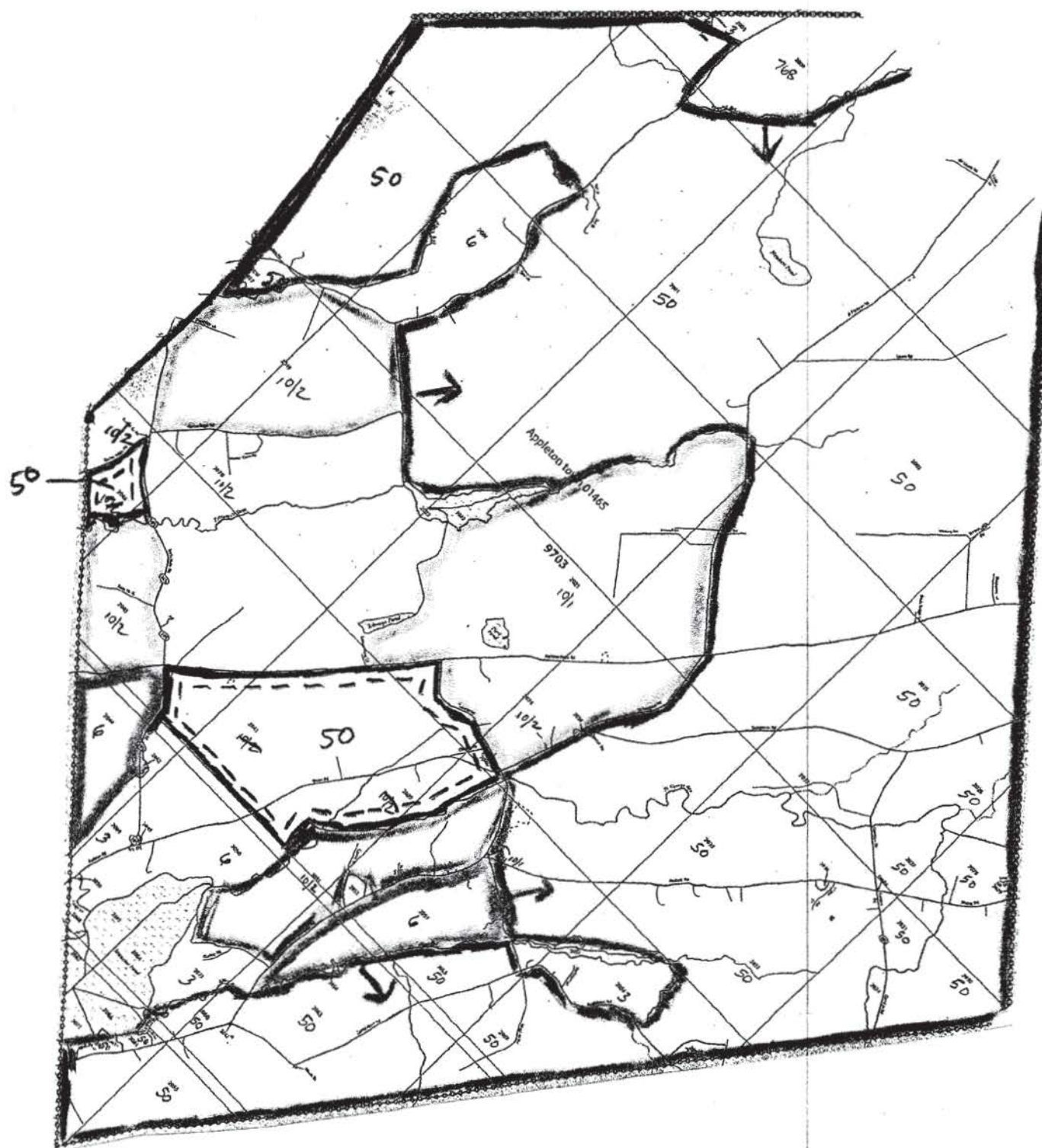
Download/Upload Speed Changes Between May 16, 2015 and June 2, 2016

<u>Speed</u>	<u>Border</u>
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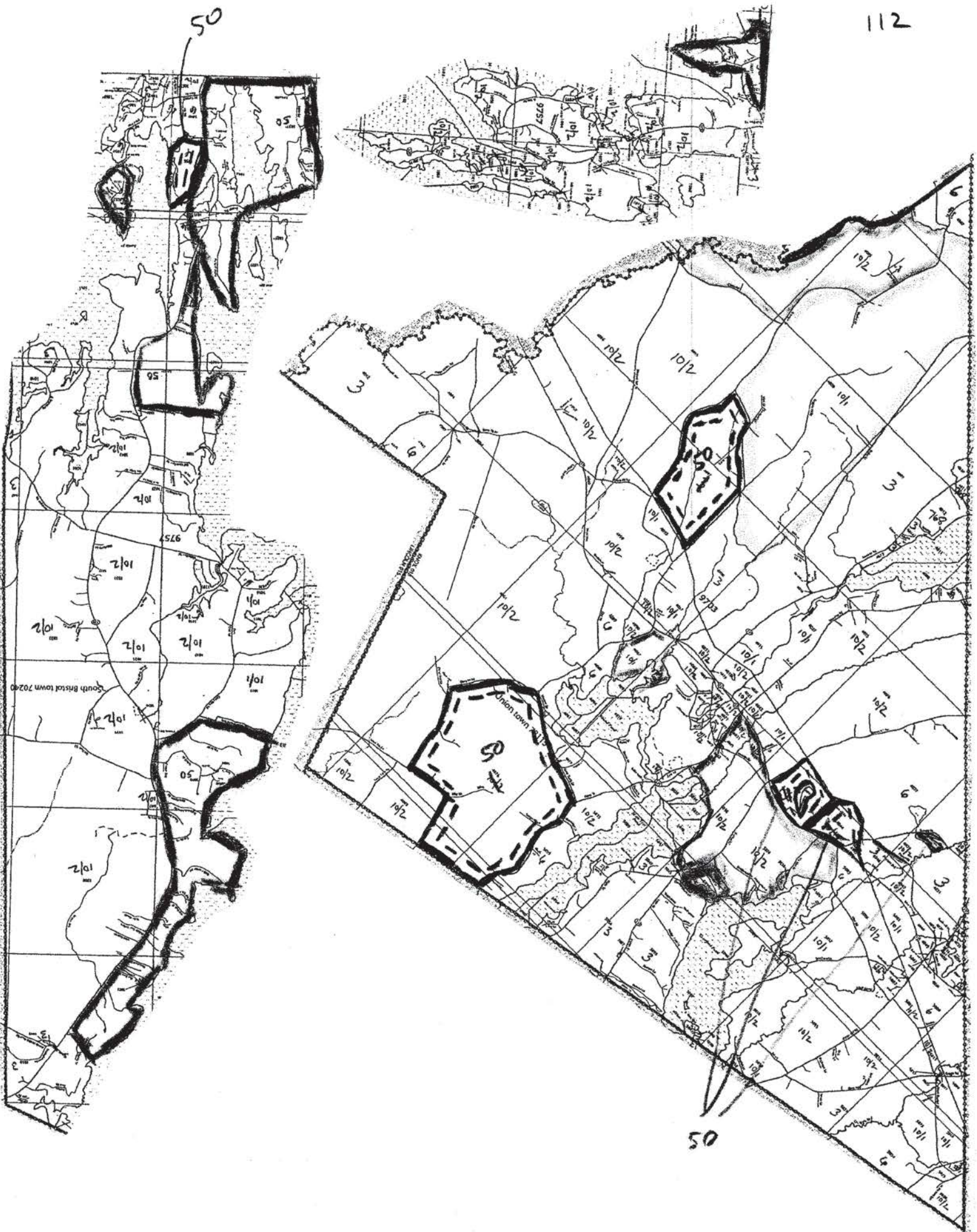
Upgraded to 50/50 Meg



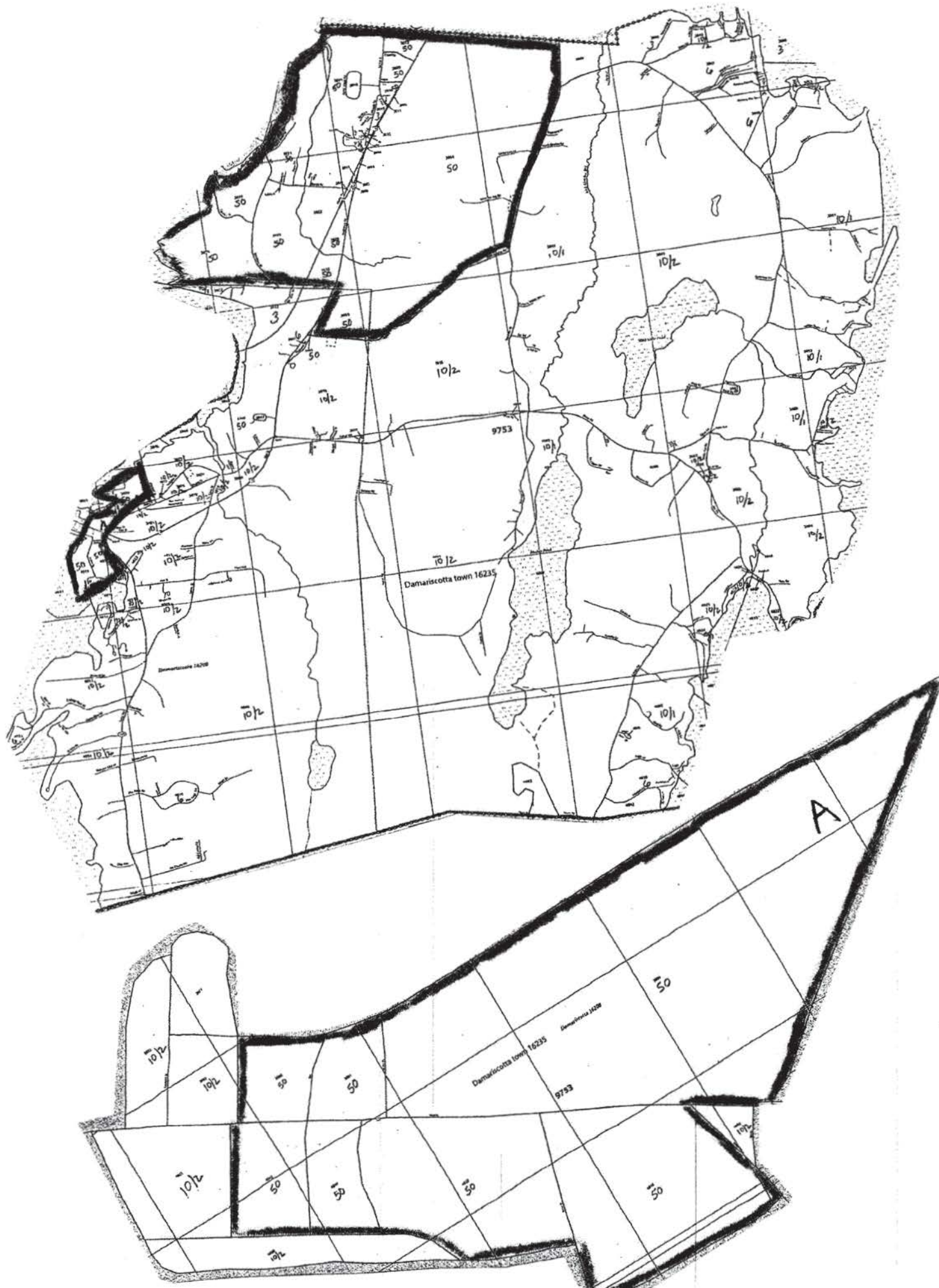


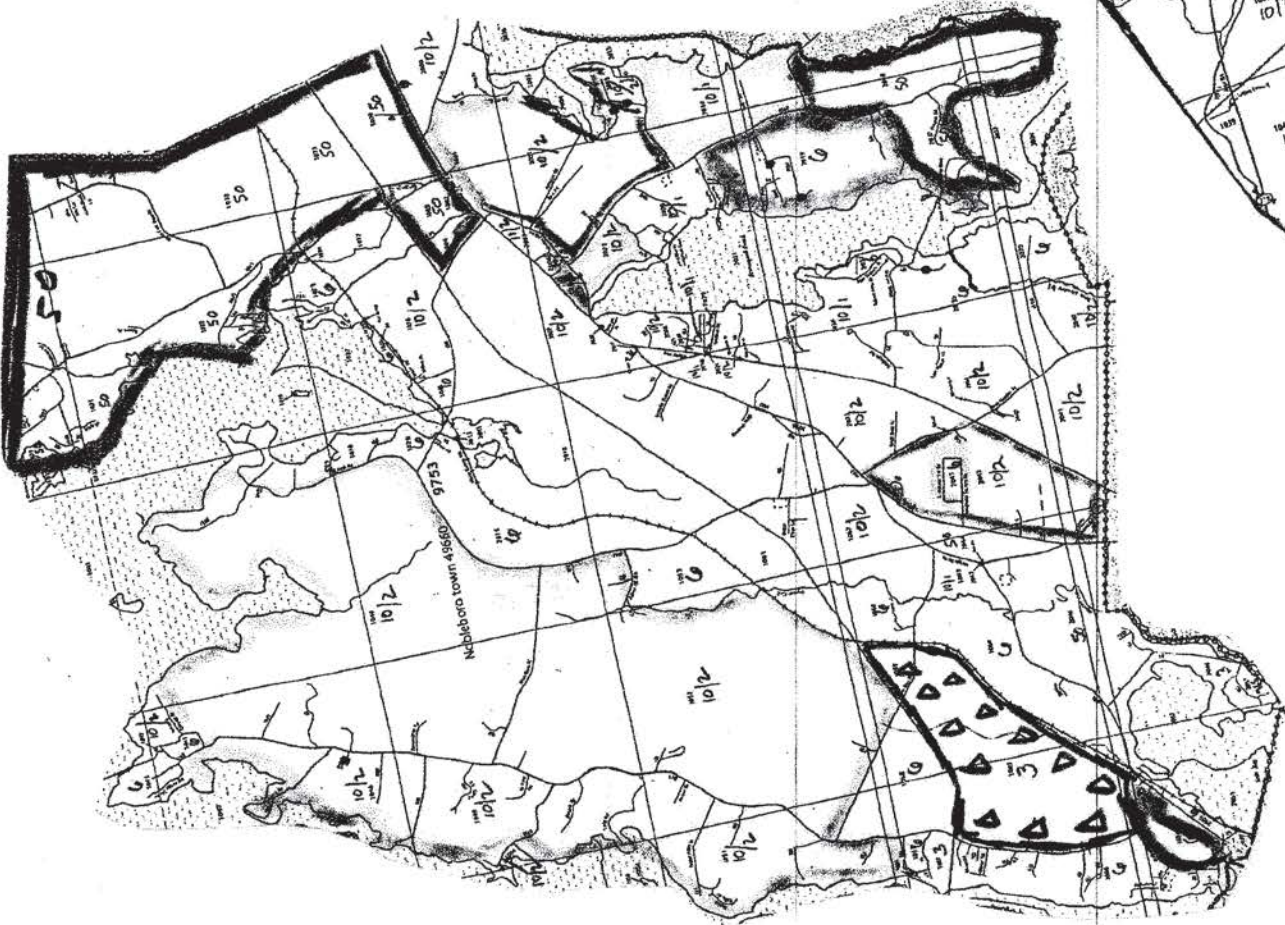


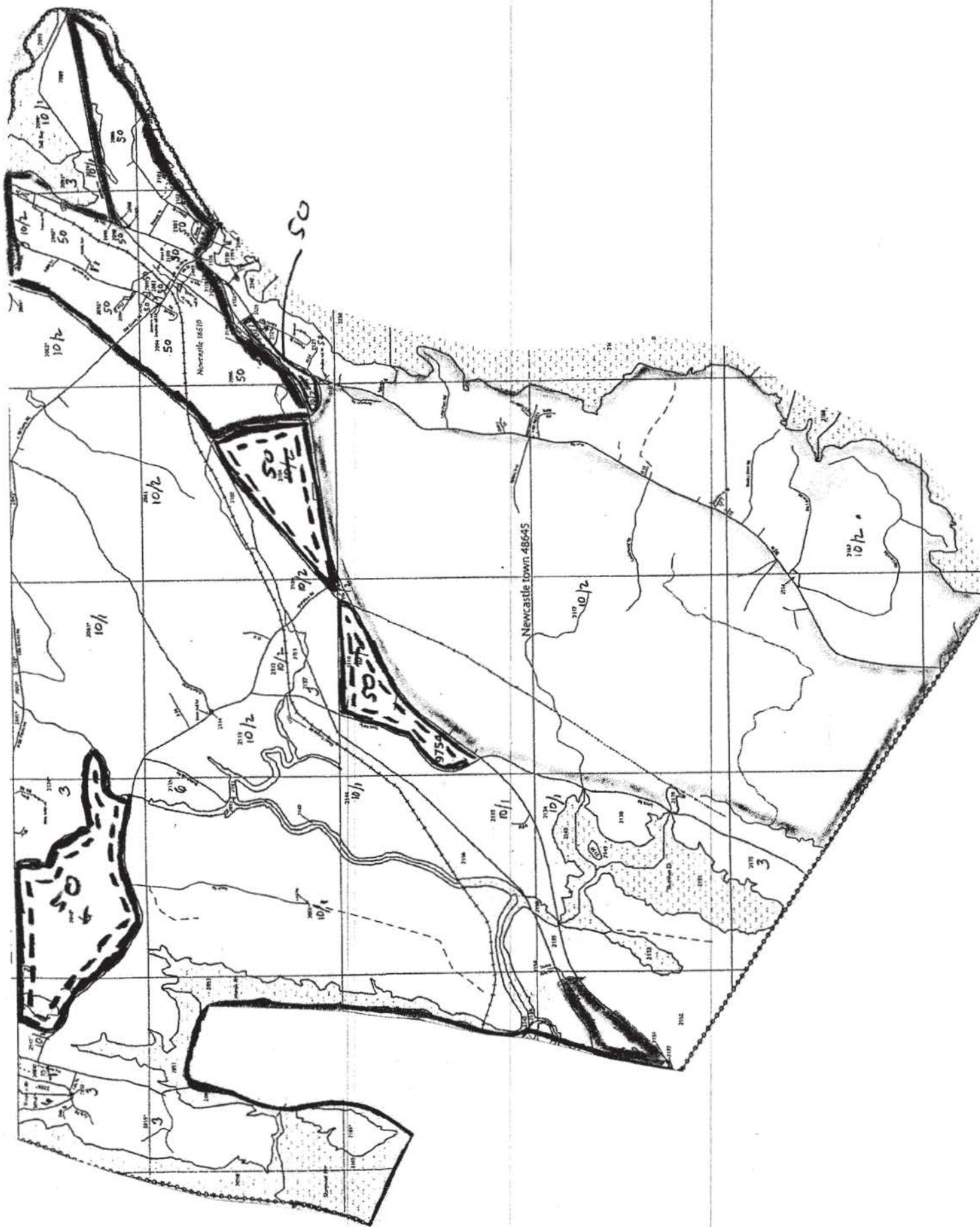
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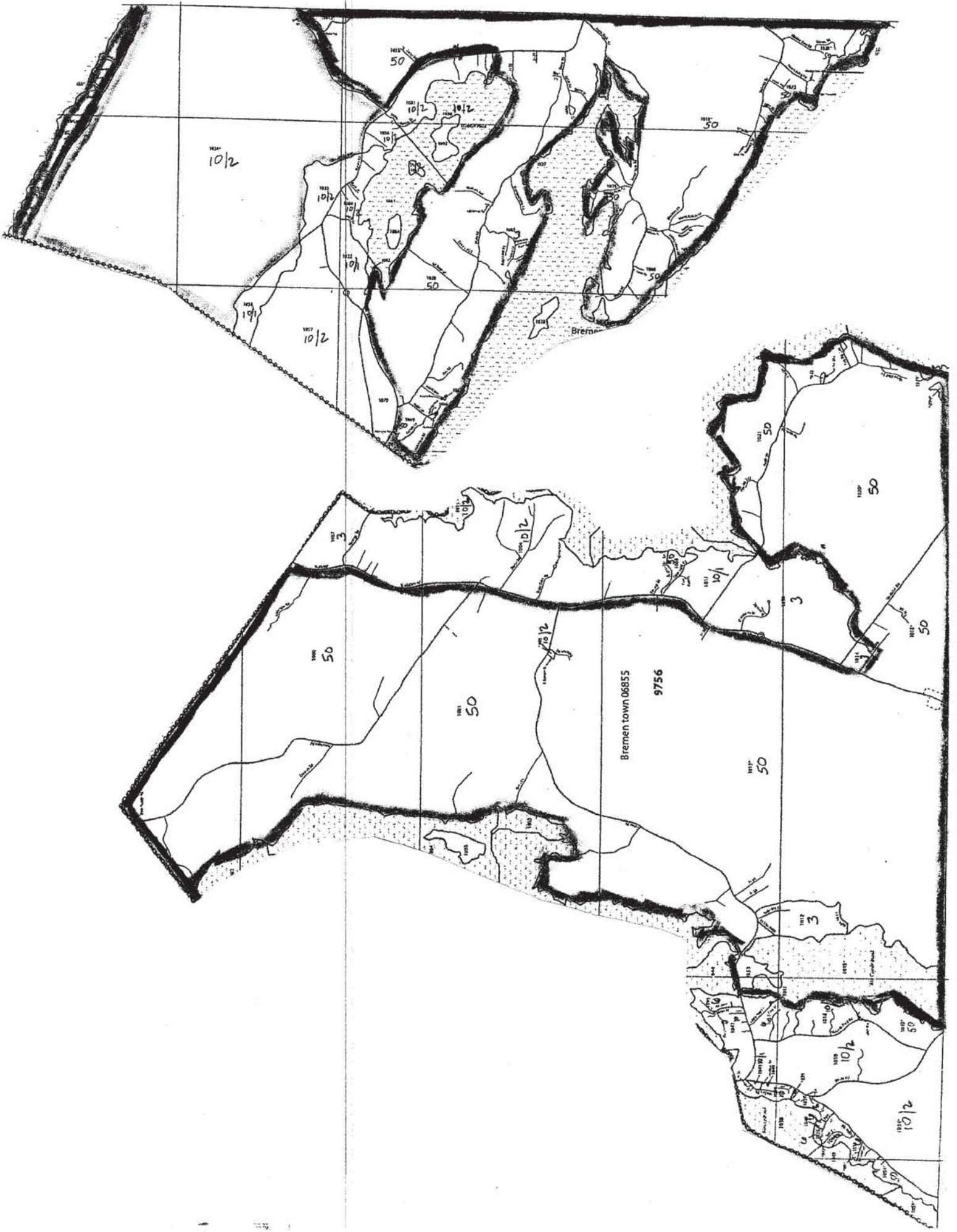


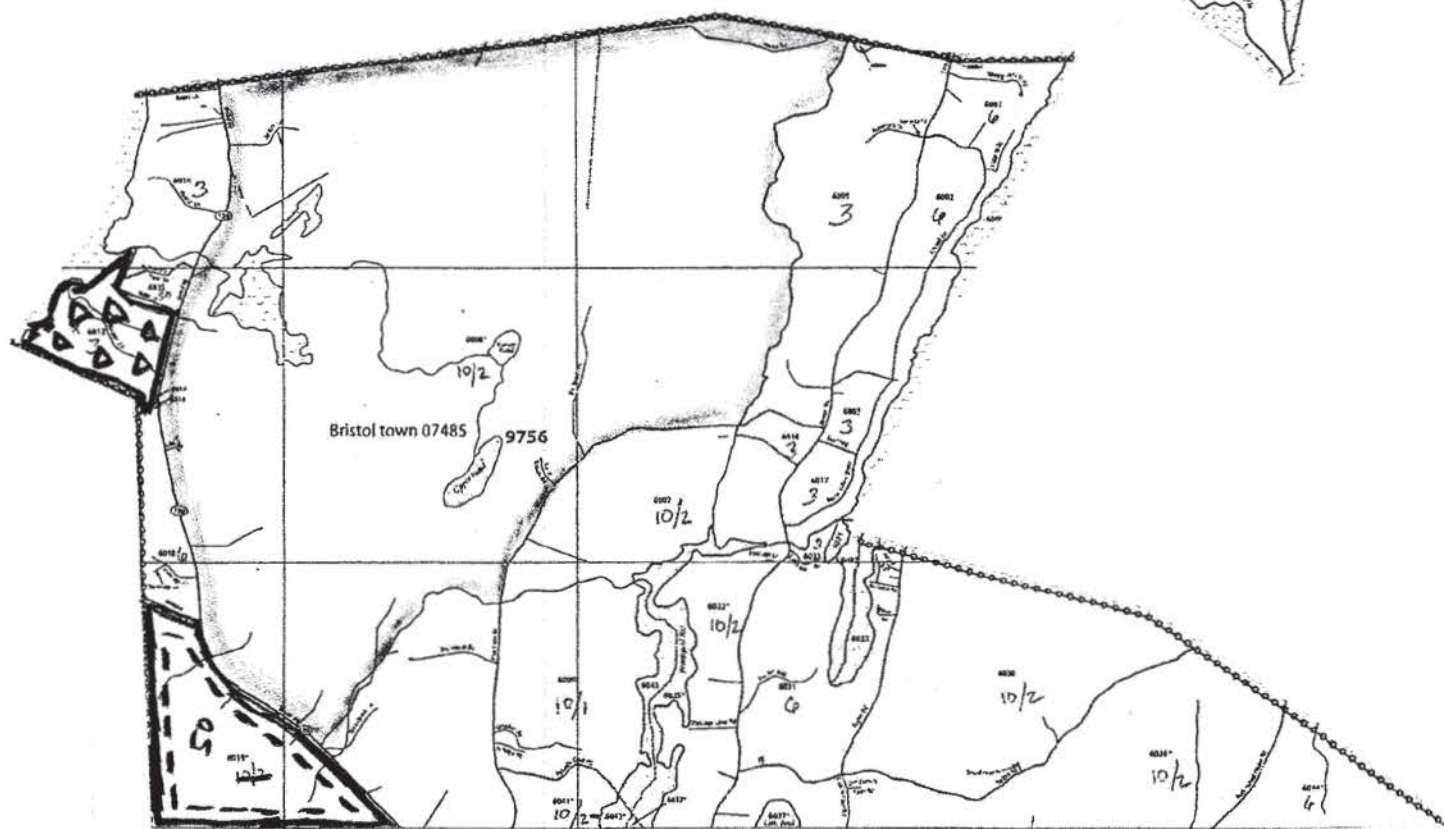
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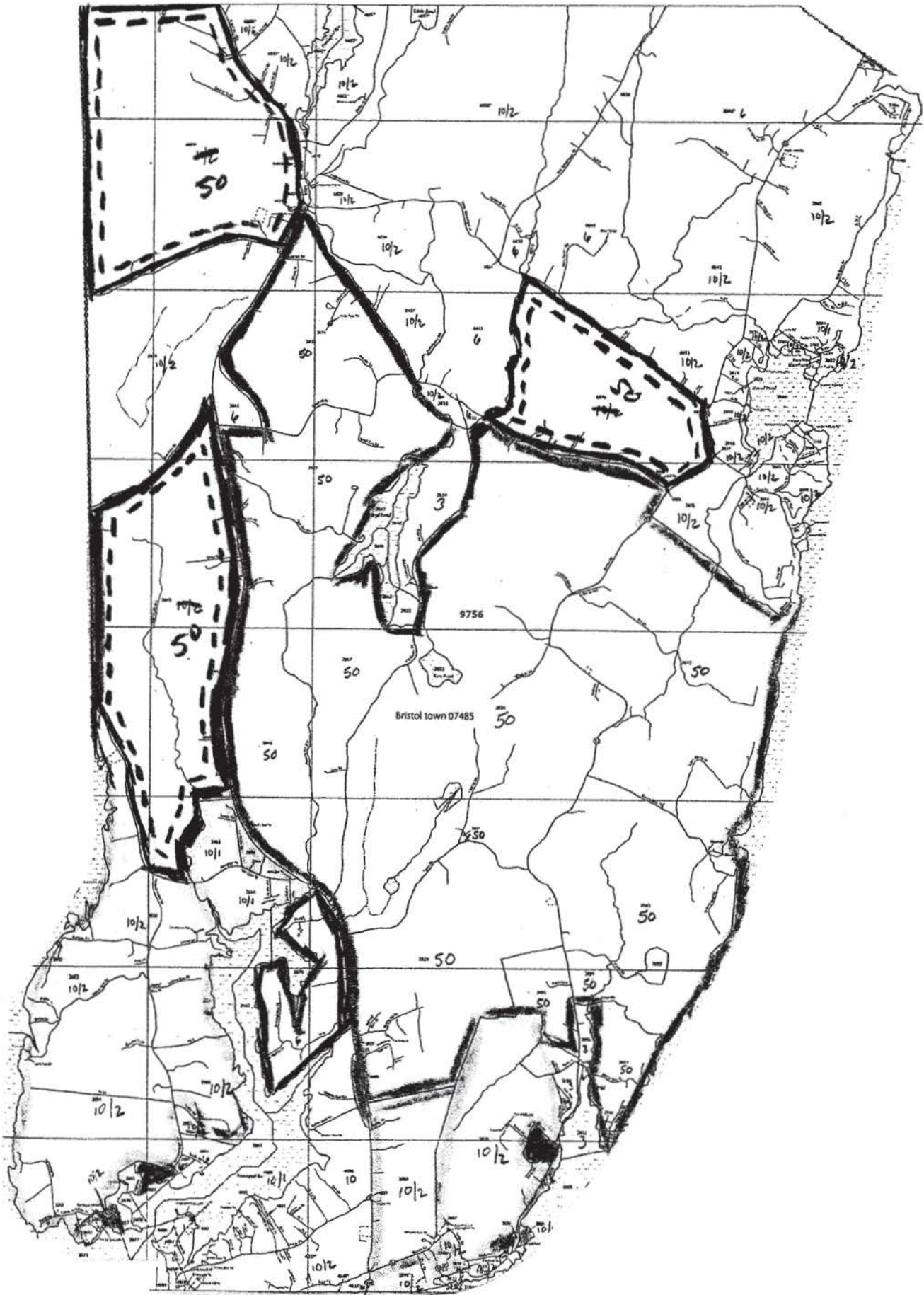














(200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100003
<015>	Study Area Name	TIDEWATER TELECOM, INC.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	JIM SANBORN
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075639910 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	JIMS@LINTELCO.NET
<210>	For the prior calendar year, were there any reportable voice service outages?	No
<220>	<a>	<b1>
	<b2>	<b3>
	<b4>	<c1>
	<c2>	<d>
	<e>	<f>
	<g>	<h>

<210> For the prior calendar year, were there any reportable voice service outages?

No

[illegible]

**(300) Unfulfilled Service Request
Data Collection Form**FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code	100003
<015> Study Area Name	TIDEWATER TELECOM, INC.
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	JIM SANBORN
<035> Contact Telephone Number - Number of person identified in data line <030>	2075639910 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	JIMS@LINTELCO.NET

<300> Unfulfilled service request (voice)

0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

0

<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100001
<015>	Study Area Name	TIDEWATER TELECOM, INC.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	JIN SANBORN
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075639910 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	JINS@DINETELCO.NET
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed voice
<410>	Complaints per 1000 customers for fixed voice	0.0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed broadband
<440>	Complaints per 1000 customers for fixed broadband	0.0
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100003
<015>	Study Area Name	TIDENAYER TELECOM, INC
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	JIN RANBORN
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075439918 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	JINR@LINTTELCO.NET
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes

<S10> Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance 100003me510.pdf

Service Quality Standards and Consumer Protection

The Company has procedures in place to comply with service quality standards and consumer protections.

The Company has incurred an appropriate level of investment in its physical plant, including diverse routing, and is adequately staffed to maintain its physical plant to minimize service issues and respond quickly and ably to appropriately address any service issues and customer complaints. The Company is also adequately staffed to fulfill customer service requests on a timely basis.

The Company has procedures in place to ensure that its customer protection obligations are appropriately discharged. The Company maintains awareness of currently effective Federal and State consumer protection regulations, maintains procedures to comply with these regulations, keeps its employees informed of the procedures, and monitors its employees' compliance with the procedures.

(600) Functionality in Emergency Situations
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code	100003
<015> Study Area Name	TIDEWATER TRISCOM, INC
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	JIM SANDORW
<035> Contact Telephone Number - Number of person identified in data line <030>	2075439910 WAC
<039> Contact Email Address - Email Address of person identified in data line <030>	JIMS@INTELCO.NET
<600> Certify compliance regarding ability to function in emergency situations	Yes
<610> Descriptive document for Functionality in Emergency Situations	100003me610.pdf

Ability to Remain Functional in Emergency Situations - Sec 54.202(a)(2)

The Company has procedures and facilities in place to remain functional in emergency situations, including backup power at all switching locations in the form of batteries and generators, and ringed and duplicative networks with the ability to reroute traffic around damaged facilities and manage traffic spikes resulting from emergency situations.

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

[illegible]